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MANAGERIAL SELECTION PROCESS

OFFERING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

THIS IS A CALTRANS PROMOTIONAL EXAMINATION IN WHICH LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.

EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS FOR DESIGNATED MANAGERIAL POSITIONS.

CLASSIFICATION: **DATA PROCESSING MANAGER III**

POSITION TITLE: **CHIEF, SACRAMENTO METROPOLITAN CUSTOMER SUPPORT OFFICE**

SALARY: **\$7118 - \$8239**

LOCATION: **HEADQUARTERS - SACRAMENTO**

FINAL FILING DATE: **MARCH 23, 2010**

DUTIES/RESPONSIBILITIES

Under the general direction of the Chief of Division of Infrastructure (CEA III), the Data Processing Manager (DPM) III manages the Sacramento Metropolitan Customer Support Office including the Advanced Container and Desk Top Support staff in the Sacramento Metropolitan area. Implement established standards, monitor performance and take action to remediate issues. The incumbent is primarily responsible for providing management and policy direction for the analysis, program design, application configuration, and maintenance of computer operations serving all of Caltrans major locations, supported by standardized cable and wire, personal computers, local area network file servers and office automation. In accordance with a major departmental initiative to update Information Technology (IT) and business processes. The incumbent will have management responsibility over the operation, security and replacement of outdated computer equipment with integrated systems in modern computer operations environment. Responsibilities include, but are not limited to:

- Manages the Advanced Container and Desk Top staff for the Sacramento Metropolitan area. Implement established standards, monitors performance and take action to remediate issues.
- Develops strategies to improve district participation in standardization efforts underway at the department.
- Provides a single point of contact for customers when service issues arise.
- Develops the annual budget and work plan for the office consistent with the Department's Strategic Direction Statements for IT, client annual business plans and performance measures and the goals and objectives of the Department.
- Establishes department-wide computer operations standards and procedures. Set standards for quality services and products based on sound research, customer feedback, and reasonable performance expectations.
- Plans, organizes, and directs the work of staff either directly, or through subordinate staff.
- Schedules work assignments, set priorities, and evaluate staff performance.
- Actively participates in selection interviews and hiring decisions.
- Develops staff training plans to identify training needs and developmental opportunities.
- Prepares performance appraisal, utilizes progressive discipline, and takes corrective action when performance problems arise.
- Provides oversight direction to consultant and contract staff as needed to insure schedule, budget, performance and products are consistent with the contracts.
- Works with externals such as the Office of Technology Services, State Controllers Office, Business, Transportation and Housing Agency, and the Department of Finance to present project proposals, resolve processing problems, or to secure the resources, expertise, and approvals necessary to implement large scales/business critical technology solutions.
- Reviews and approves commitments to external entities.
- Participates as a member of the IT senior management team.
- Provides input to overall organization policies, standardized practices, performance measures and all resource allocations in the setting goals and objectives.
- Provides periodic status reports on major projects, workload, and program developments.
- Develops issue papers and policy proposals concerning information technology issues in the Department.

MINIMUM QUALIFICATIONS

Applicants must have a permanent civil service appointment with the Department of Transportation and meet the following qualifications by the final file date in order to participate in this examination.

Either I

Two years of experience in the California state service performing electronic data processing duties in a class with a level of responsibility equivalent to Data Processing Manager I, at least one year of which shall have been in a management assignment.

Or II

Three years of experience directing all phases of the operation of a large electronic data processing installation. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility equivalent to Data Processing Manager II.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to EDP; the department's goals and policies; department's equal employment opportunity objectives; a manager's role in the equal employment opportunity program and the processes available to meet equal employment opportunity objectives; and principles of the governmental functions and organizations at the State level, including the legislative process.

Ability to: Develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; gain and maintain the confidence and cooperation of others; and effectively contribute to the department's equal employment opportunity objectives.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed above, the following position specific qualifications will be evaluated:

- Demonstrated ability to ensure that the responsibilities for desktop application systems are met according to state practices.
- Demonstrated ability to ensure that enterprise architectural plans, as put forth in departmental and state documents, are realized via compliance with:
 - Technical standards
 - Software licensing requirements
- Demonstrated experience in developing 'best-practice' IT service based management including:
 - Developing feedback and measurement techniques
 - Developing service satisfaction standards
- Demonstrated experience in Project Management and provide oversight of IT projects utilizing technology resources to meet project goals.
- Demonstrated experience and expertise in stakeholder relationship management activities and defining stakeholder requirements. These stakeholders include, but are not limited to customers, employees, control agencies, legislators, vendors, and end-user communities.
- Demonstrated knowledge, experience and ability to effectively direct, supervise, manage and develop IT professional staff.
- Demonstrated knowledge, experience and ability to effectively ensure that IT-delivered services and end-user productivity goals are understood and exceeded.
- Demonstrated knowledge of state strategic IT direction.
- Demonstrated knowledge of state processes, laws, rules and policies.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant positions. An evaluation of the Examination/Employment Application (STD. 678), Statement of Qualifications, and interview will be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate.

Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

All interested applicants must submit:

- An original, signed State application (STD 678) which includes civil service titles and dates of experience. The application should **specify the classification; position title** and the **MSP number 10MSP04** being interviewed for.
- No faxed or e-mail applications will be accepted.
- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate's experience that would qualify him/her for this position. **The Statement should be no more than two pages in length and should address each of the Position Specific Qualifications listed on this examination announcement.**
- Resumes are optional and **do not** take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

State application and Statement of Qualifications must be received or postmarked by the final file date of **MARCH 23, 2010**. Interagency mail received after this date will not be accepted.

The State application and Statement of Qualifications are to be submitted to:

**Department of Transportation
ATTN: Liz Ochoa (10MSP04)
1727 30th Street, MS-86
Sacramento, CA 95816**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

Questions regarding this examination process should be directed to Liz Ochoa at (916) 227-7466.

ELIGIBILITY INFORMATION

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, the Voice line at 1-800-735-2922 or the Exams TDD line at (916) 227-7857 for assistance.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to the California Department of Transportation, Office of Examinations and Special Programs, P.O. Box 168036, MS-86, Sacramento, CA 95816. Voice (916) 227-7858 or TTY (916) 227-7857. California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.